



Customer Services Specialist 3 Vehicle Services Division Olympia, Washington

Monthly Salary: \$2,429 - \$3,079 (DOQ) (Range 39)

Note: This is a non-permanent position expected to last through December 2006.

Closing Date: January 13, 2006

Mission & Vision

The Department of Licensing (DOL) is an agency that protects the public safety and welfare in all areas we license and regulate, and ensures the fair, timely and efficient collection of state revenue. We are surprisingly innovative, setting new standards of excellence in customer service, consumer protection and public safety. Nearly every Washington State resident interacts with DOL in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The Department of Licensing employs more than 1,200 people in over 60 locations statewide. The Department of Licensing is an organization invested in innovation and positive change. Our commitment to customers extends beyond delivering surprisingly innovative customer service to the community, but is also revealed through the agency's extensive leadership training programs and activities. The Department strives to create a working environment that encourages creative leadership, teamwork, and respects cultural and ethnic diversity. DOL is committed to equal opportunity employment and supports diversity in the workplace. We promote employee participation and recognition by our belief in **shared knowledge, shared success**. To learn more about our agency, please visit our website at: www.dol.wa.gov.

Principal Responsibilities

This position co-supervises and provides training for eighteen Customer Service Specialist 2 staff that is responsible for providing technical support to 186 +/- field offices statewide.

This position is responsible for supervising and coaching staff in proper procedures involved in performing vehicle titling and licensing functions and assisting customers by responding to inquiries and complaints that pertain to agency procedures, policies and programs as well as access to agency services via telephone, written communication and in-person by informing them of their rights and responsibilities under the laws of Washington State pertaining to titling and licensing of vehicles and vessels.

Knowledge, Skills, Abilities, & Qualifications

Required:

- Ability to effectively communicate and consistently provide excellent customer service to internal and external customers.
- Advanced knowledge or proven ability to use MS Office such as Word, Excel, Outlook and Access.
- Ability to interpret laws, regulations, rules, policies and procedures.
- Excellent organizational skills and ability to follow-through on assignments.
- Ability to effectively multi-task.
- Team oriented with excellent interpersonal skills and possesses the ability to interact effectively with clients and value diversity in the workplace.
- Proven ability to maintain confidentiality.

Desired:

- Working knowledge of Washington state laws and Washington Administrative Codes pertaining to vehicle and vessel licensing, as well as code of Federal Regulations 49, and the DOL contracts with County Auditors and licensing subagents.
- Working knowledge of several DOL specific computer programs such as the Disabled Parking System, Vehicle Field System, Vehicle Headquarters Systems, Vehicle Federal Systems (VFEDS), National Motor Vehicle Titling Information System (NMVTIS), and as well as the Title and Registration exception registers and the workload impacts.

Compensation

This position is in general government service. Monthly compensation is \$2,429-\$3,079 depending upon qualifications. We offer a solid benefits package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. This position is covered under the WFSE bargaining unit and as a condition of employment you will be required to become a member or pay a fee as outlined in the Master Agreement.

Application Procedure

Initial screening will be based on all of the application materials submitted.

All required application materials must be received by 5:00 p.m., Friday, January 13, 2006.

- A [Washington State job application](#)
- A letter of interest describing how your knowledge, skills, abilities, experience and qualifications relate to the criteria outlined in this announcement.
- A list of three professional references with current telephone numbers and addresses.

Notes:

- *The candidate pool certified for this recruitment may be used for future similar positions.*
- *Prior to any new appointment into the Department of Licensing, a background check may be conducted.*

To submit electronically, send to: HRrecruit@dol.wa.gov and indicate in the subject line of your e-mail: Customer Service Specialist 3 #06-03G.

Or mail to:

Human Resources Office
Attn: Recruitment
Department of Licensing
PO Box 6007
Olympia, Washington 98507-6007

Persons with a disability who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.